

Message

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**From:** Leckner, Erik [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=2A995A6CDBE54FC1BDACFE4212FBD38A-LECKNER, ER]  
**Sent:** 5/18/2018 2:07:59 AM  
**To:** Childers, Paula [Childers.Paula@epa.gov]; Spradling, LeAnn [Spradling.LeAnn@epa.gov]  
**CC:** Campbell, Ed [Campbell.Ed@epa.gov]; Smith, Maury [smith.maury@epa.gov]; Waldo, James V. [Waldo.James@epa.gov]; Bennett, Jerry [Jerry.Bennett@csra.com]; Page, Alison [Page.Alison@epa.gov]  
**Subject:** RE: is OAM service down in staging? SECURITY ISSUE!!!!

Hi Paula

Just additional information – Salient/Lockheed should have used these log4j settings for Apache rather than let it default to the rootLogger setting (of course whatever level can be used, INFO is used as an example below):

# Deliberative Process / Ex. 5

FYI:

At the top of the hierarchy exists a root logger. The root logger exists outside the scope of any custom logger hierarchy that we may come up with. It always exists as the root logger for all possible logger hierarchies, and it has no namespace. All the other application-specific Loggerobjects are child objects to the root logger. The parent-child relationship of loggers signifies the dependency of the loggers acting within the same application. A child logger can inherit properties from its parent logger recursively up the tree. Typically, a child logger will inherit the following properties from its parent logger(s):

- **Level:** If the child logger has no explicit tree level specified, it will use the level of its closest parent or the first proper level it finds recursively up the hierarchy.
- **Appender:** If there is no appender attached to a logger, the child logger uses the appender of its closest parent logger or the first appender it finds recursively up the tree.
- **ResourceBundle:** ResourceBundles are key-value pattern properties files used for the localization of logging messages. A child logger inherits any ResourceBundle associated with its parent logger.

Christian Leckner  
Principal Engineer  
ITS-EPA | CSRA  
San Diego, CA 92028 | PDT  
949-244-6501 | [leckner.erik@epa.gov](mailto:leckner.erik@epa.gov)

---

**From:** Leckner, Erik  
**Sent:** Thursday, May 17, 2018 6:36 PM  
**To:** Childers, Paula <Childers.Paula@epa.gov>; Spradling, LeAnn <Spradling.LeAnn@epa.gov>

**Cc:** Campbell, Ed <Campbell.Ed@epa.gov>; Smith, Maury <smith.maury@epa.gov>; Waldo, James V. <Waldo.James@epa.gov>; 'Bennett, Jerry' <Jerry.Bennett@csra.com>; Page, Alison <Page.Alison@epa.gov>  
**Subject:** RE: is OAM service down in staging? SECURITY ISSUE!!!!

Hi Paula

One other thing to note, there is where the log4j.properties are provided:

## Deliberative Process / Ex. 5

For FR, its set to INFO level:

## Deliberative Process / Ex. 5

What I recommend is see what log4j settings are being used by Apache, and then set those to WARN or ERROR level on stage. INFO may also be OK, if the INFO statements provide information required to track issues.

When I finish up the dev server setup (almost there), I can work with you on all the settings for all the files going forward. I noticed even error messages being reported as DEBUG statements in parts of Salient/Lockheed's code and filed a JIRA ticket for that in the past.

Best

Christian Leckner  
Principal Engineer  
ITS-EPA | CSRA  
San Diego, CA 92028 | PDT  
949-244-6501 | [leckner.erik@epa.gov](mailto:leckner.erik@epa.gov)

---

**From:** Leckner, Erik  
**Sent:** Thursday, May 17, 2018 6:29 PM  
**To:** Childers, Paula <Childers.Paula@epa.gov>; Spradling, LeAnn <Spradling.LeAnn@epa.gov>  
**Cc:** Campbell, Ed <Campbell.Ed@epa.gov>; Smith, Maury <smith.maury@epa.gov>; Waldo, James V. <Waldo.James@epa.gov>; 'Bennett, Jerry' <Jerry.Bennett@csra.com>; Page, Alison <Page.Alison@epa.gov>  
**Subject:** RE: is OAM service down in staging? SECURITY ISSUE!!!!  
**Importance:** High

Hi Paula

This is the log4j root logging **DEBUG** setting which was set on Aug 30 2017, the rest are set to **WARN** or **ERROR**. That is for empadmin. You can look at the other ones as well.

## Deliberative Process / Ex. 5

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949-244-6501 | [leckner.erik@epa.gov](mailto:leckner.erik@epa.gov)

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**From:** Leckner, Erik  
**Sent:** Thursday, May 17, 2018 6:20 PM  
**To:** Childers, Paula <[Childers.Paula@epa.gov](mailto:Childers.Paula@epa.gov)>; Spradling, LeAnn <[Spradling.LeAnn@epa.gov](mailto:Spradling.LeAnn@epa.gov)>  
**Cc:** Campbell, Ed <[Campbell.Ed@epa.gov](mailto:Campbell.Ed@epa.gov)>; Smith, Maury <[smith.maury@epa.gov](mailto:smith.maury@epa.gov)>; Waldo, James V. <[Waldo.James@epa.gov](mailto:Waldo.James@epa.gov)>; Bennett, Jerry <[Jerry.Bennett@csra.com](mailto:Jerry.Bennett@csra.com)>; Page, Alison <[Page.Alison@epa.gov](mailto:Page.Alison@epa.gov)>  
**Subject:** RE: is OAM service down in staging? SECURITY ISSUE!!!!  
**Importance:** High

Hi Paula

Also, it looks as if the log4j.properties file was last updated on Aug 30 2017.

## Deliberative Process / Ex. 5

Once we finish our dev server setup (I'm finalizing it now), we can have a meeting to discuss all the log settings for EPA staging and production servers.

It's obviously in Deliberative Process / Ex. 5 statements.

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---

**From:** Childers, Paula  
**Sent:** Thursday, May 17, 2018 5:58 PM  
**To:** Leckner, Erik <[Leckner.Erik@epa.gov](mailto:Leckner.Erik@epa.gov)>; Spradling, LeAnn <[Spradling.LeAnn@epa.gov](mailto:Spradling.LeAnn@epa.gov)>  
**Cc:** Campbell, Ed <[Campbell.Ed@epa.gov](mailto:Campbell.Ed@epa.gov)>; Smith, Maury <[smith.maury@epa.gov](mailto:smith.maury@epa.gov)>; Waldo, James V.

<Waldo.James@epa.gov>; Bennett, Jerry <Jerry.Bennett@csra.com>; Page, Alison <Page.Alison@epa.gov>

**Subject:** Re: is OAM service down in staging? SECURITY ISSUE!!!!

**Importance:** High

Everything on Fractal has been restarted.

I am seeing a **SERIOUS SECURITY ISSUE** - APPLICATION USER PASSWORDS ARE BEING LOGGED TO THE TOMCAT LOG FILE IN CLEAR TEXT.

**ANYONE** who has logged into the applications in the time that this has been occurring will need to reset their passwords immediately.

I am going to disable DEBUG logging anywhere it is active. If I cannot stop this, we will have to shut down the Tomcat(s) to prevent further possible exposure.

Developers, please alter your code to remove any recent updates that may have altered this functionality from previous.

We need to check ALL logs for user passwords to determine the duration of the possible exposure. I will be contacting other Middleware personnel to assist. We will update further as we proceed.

The below information was retrieved and written up before I discovered the security issue, it is submitted here for Maury/WAM's use:

I can reach the home page of the empadmin application, but when I input my ID, I get a different message than the usual group-based rejection: "You entered an invalid UserID or Password. Please try again. It may be time to reset your password if it has been over 60 days."

The log file shows this:

# Deliberative Process / Ex. 5

# **Deliberative Process / Ex. 5**

and:

# **Deliberative Process / Ex. 5**

# Deliberative Process / Ex. 5

I am receiving a 500 Internal Server Error when trying to reach

**Deliberative Process / Ex. 5**

The log file leads me to believe the issue is with the SOAP call to the webservice:

# Deliberative Process / Ex. 5

The empgroup\_admin user's password was updated at the same time as the database passwords and should not be due for renewal.

Thanks,  
Paula

Paula Childers  
NCC Middleware & Applications Team  
ITS-EPA III Infrastructure Support and Application Hosting (TO 2)  
CSRA (a GDIT company, contractor to the U.S. EPA)  
79 TW Alexander Drive, Bldg. 4401, Suite 400, RTP, NC 27709  
919-200-7396 | [childers.paula@epa.gov](mailto:childers.paula@epa.gov)

---

**From:** Leckner, Erik  
**Sent:** Thursday, May 17, 2018 5:08 PM  
**To:** Childers, Paula; Spradling, LeAnn  
**Cc:** Campbell, Ed; Smith, Maury; Waldo, James V.  
**Subject:** FW: is OAM service down in staging?

Hi Paula,

Please see Maury's notes below. Were you able to restart httpd and Tomcat instances?

Thanks.

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Principal Engineer  
ITS-EPA | CSRA  
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949-244-6501 | [leckner.erik@epa.gov](mailto:leckner.erik@epa.gov)

---

**From:** WAM Support  
**Sent:** Thursday, May 17, 2018 4:09 PM  
**To:** Leckner, Erik <[Leckner.Erik@epa.gov](mailto:Leckner.Erik@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>; Chilivery, Swetha <[chilivery.swetha@epa.gov](mailto:chilivery.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; Campbell, Ed <[Campbell.Ed@epa.gov](mailto:Campbell.Ed@epa.gov)>; Henderson, Kertis <[henderson.kertis@epa.gov](mailto:henderson.kertis@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

I'm also getting a SSL error on test with curl

# Deliberative Process / Ex. 5

---

**From:** WAM Support  
**Sent:** Thursday, May 17, 2018 3:50 PM  
**To:** Leckner, Erik <Leckner.Erik@epa.gov>  
**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>; Chilivery, Swetha <chilivery.swetha@epa.gov>; Madhavan Nair Kamala Devi, Rakhi <madhavan-nair-kamala-devi.rakhi@epa.gov>; McCarthy, Colleen <McCarthy.Colleen@epa.gov>; Fan, Cindy (Yanqian) <fan.yanqian@epa.gov>; Campbell, Ed <Campbell.Ed@epa.gov>; Henderson, Kertis <henderson.kertis@epa.gov>; WAM Support <WAM\_Support@epa.gov>  
**Subject:** RE: is OAM service down in staging?

Christian,

I removed the WAM authentication requirement from URL **Deliberative Process / Ex. 5** and it goes straight to an Internal Server Error message when accessing the URL **Deliberative Process / Ex. 5** app server?

Maury

---

**From:** Leckner, Erik  
**Sent:** Thursday, May 17, 2018 2:35 PM  
**To:** WAM Support <WAM\_Support@epa.gov>  
**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>; Chilivery, Swetha <chilivery.swetha@epa.gov>; Madhavan Nair Kamala Devi, Rakhi <madhavan-nair-kamala-devi.rakhi@epa.gov>; McCarthy, Colleen <McCarthy.Colleen@epa.gov>; Fan, Cindy (Yanqian) <fan.yanqian@epa.gov>  
**Subject:** RE: is OAM service down in staging?  
**Importance:** High

Hi Maury

Im seeing on a post request to **Deliberative Process / Ex. 5** a **proxy error**:

# Deliberative Process / Ex. 5



# **Deliberative Process / Ex. 5**

# Deliberative Process / Ex. 5

# Deliberative Process / Ex. 5

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---

**From:** Leckner, Erik  
**Sent:** Thursday, May 17, 2018 2:24 PM  
**To:** WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>; Chilivery, Swetha <[chilivery.swetha@epa.gov](mailto:chilivery.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi Maury

Sure, can do.

Christian Leckner  
Principal Engineer  
ITS-EPA | CSRA  
San Diego, CA 92028 | PDT  
949-244-6501 | [leckner.erik@epa.gov](mailto:leckner.erik@epa.gov)

---

**From:** WAM Support  
**Sent:** Thursday, May 17, 2018 2:01 PM  
**To:** Leckner, Erik <[Leckner.Erik@epa.gov](mailto:Leckner.Erik@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>; Chilivery, Swetha <[chilivery.swetha@epa.gov](mailto:chilivery.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi Christian,

Can you work with Paula to pull logs in staging to help troubleshoot this issue?

Maury Smith  
Enterprise Identity & Access Management (EIAM)  
ITS-EPA III - Supporting the US Environmental Protection Agency  
General Dynamics Information Technology  
79 TW Alexander Drive, Building 4401, Research Triangle Park, NC 27709  
Office: 919.200.7305 | Mobile: 919.308.4345 | [smith.maury@epa.gov](mailto:smith.maury@epa.gov) | [www.gdit.com](http://www.gdit.com)

**GENERAL DYNAMICS**  
Information Technology

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**From:** Chilivery, Swetha  
**Sent:** Thursday, May 17, 2018 12:57 PM  
**To:** WAM Support <WAM\_Support@epa.gov>; Madhavan Nair Kamala Devi, Rakhi <madhavan-nair-kamala-devi.rakhi@epa.gov>; McCarthy, Colleen <Mccarthy.Colleen@epa.gov>; Fan, Cindy (Yanqian) <fan.yanqian@epa.gov>  
**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>  
**Subject:** RE: is OAM service down in staging?

Hi Tarsha,

I'm unable to access the below link.

# Deliberative Process / Ex. 5

Regards,  
Swetha

---

**From:** WAM Support  
**Sent:** Thursday, May 17, 2018 12:40 PM  
**To:** Chilivery, Swetha <chilivery.swetha@epa.gov>; Madhavan Nair Kamala Devi, Rakhi <madhavan-nair-kamala-devi.rakhi@epa.gov>; McCarthy, Colleen <Mccarthy.Colleen@epa.gov>; Fan, Cindy (Yanqian) <fan.yanqian@epa.gov>; WAM Support <WAM\_Support@epa.gov>  
**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>  
**Subject:** RE: is OAM service down in staging?

Hi Swetha

Can you access [Deliberative Process / Ex. 5](#)?

Thanks,

Tarsha Jackson  
Enterprise Identity & Access Management (EIAM)  
General Dynamics Information Technology  
ITS-EPA III - Supporting the US Environmental Protection Agency  
79 TW Alexander Drive, Building 4401, P.O. Box 13668, Research Triangle Park, NC 27709  
919.200.7432 | [jackson.tarsha@epa.gov](mailto:jackson.tarsha@epa.gov) | [tarsha.jackson@csra.com](mailto:tarsha.jackson@csra.com) | [www.gdit.com](http://www.gdit.com) GENERAL DYNAMICS  
Information Technology

---

**From:** Chilivery, Swetha  
**Sent:** Thursday, May 17, 2018 12:30 PM  
**To:** Madhavan Nair Kamala Devi, Rakhi <madhavan-nair-kamala-devi.rakhi@epa.gov>; McCarthy, Colleen <Mccarthy.Colleen@epa.gov>; Fan, Cindy (Yanqian) <fan.yanqian@epa.gov>; WAM Support <WAM\_Support@epa.gov>  
**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>  
**Subject:** RE: is OAM service down in staging?

Hi Tarsha,

I'm not able to login to [Deliberative Process / Ex. 5](#) too. Its showing the same error message as in below screenshots.

Regards,  
Swetha

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**From:** Madhavan Nair Kamala Devi, Rakhi  
**Sent:** Thursday, May 17, 2018 10:52 AM

**To:** McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi ,  
I am getting the same error too. I remember we saw similar issue around mid March (around the password reset.)  
Did the IAM /staging password get reset? Just checking...

Thanks,  
Rakhi

---

**From:** McCarthy, Colleen  
**Sent:** Thursday, May 17, 2018 10:24 AM  
**To:** Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

P.S., I tried to reset my password, as the message said that my password may have expired, but the password screen told me that there was missing information... Thanks! Colleen

# Deliberative Process / Ex. 5

---

**From:** McCarthy, Colleen  
**Sent:** Thursday, May 17, 2018 10:17 AM  
**To:** Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi Tarsha,

I had the same problem that Cindy had when I tried to sign in earlier this morning and just checked again and I still have it now. The screen shows "Processing..." for about 90 seconds to two minutes, then I get the error below:

# Deliberative Process / Ex. 5

Thanks!

Colleen

---

**From:** Fan, Cindy (Yanqian)  
**Sent:** Thursday, May 17, 2018 10:00 AM  
**To:** WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi Tarsha,

Thanks for looking into the issue. I was able to login **Deliberative Process / Ex. 5** as well. But I got "invalid user name or password" when I tried to login **Deliberative Process / Ex. 5**

Thanks!  
Cindy

---

**From:** WAM Support  
**Sent:** Thursday, May 17, 2018 9:23 AM  
**To:** Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi Cindy,

We're able to log into other Staging apps? Are you still having an issue? Let us know if we need to investigate further.

Thanks,

Tarsha Jackson  
Enterprise Identity & Access Management (EIAM)  
General Dynamics Information Technology  
ITS-EPA III - Supporting the US Environmental Protection Agency  
79 TW Alexander Drive, Building 4401, P.O. Box 13668, Research Triangle Park, NC 27709  
919.200.7432 | [jackson.tarsha@epa.gov](mailto:jackson.tarsha@epa.gov) | [tarsha.jackson@csra.com](mailto:tarsha.jackson@csra.com) | [www.gdit.com](http://www.gdit.com) GENERAL DYNAMICS  
Information Technology

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**From:** Fan, Cindy (Yanqian)  
**Sent:** Thursday, May 17, 2018 8:00 AM  
**To:** WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>

Cc: EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>

Subject: is OAM service down in staging?

Hi WAM group,

The staging OAM service seems not working. I entered my staging credential and tried to login EMP home page

**Deliberative Process / Ex. 5**

I got this error: "You entered an invalid UserID or Password.

Please try again. It may be time to reset your password if it has been over 60 days". However I was able to login WAM staging portal with my same credential:

**Deliberative Process / Ex. 5**

Thanks!

Cindy

Message

**From:** Leckner, Erik [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=2A995A6CDBE54FC1BDACFE4212FBD38A-LECKNER, ER]  
**Sent:** 5/17/2018 10:35:41 PM  
**To:** Childers, Paula [Childers.Paula@epa.gov]; Spradling, LeAnn [Spradling.LeAnn@epa.gov]  
**CC:** Campbell, Ed [Campbell.Ed@epa.gov]; Smith, Maury [smith.maury@epa.gov]; Waldo, James V. [Waldo.James@epa.gov]; Bennett, Jerry [Jerry.Bennett@csra.com]; Page, Alison [Page.Alison@epa.gov]  
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Hi Paula

One other thing to note, there is where the log4j.properties are provided:

## Deliberative Process / Ex. 5

For FR, its set to INFO level:

## Deliberative Process / Ex. 5

What I recommend is see what log4j settings are being used by Apache, and then set those to WARN or ERROR level on stage. INFO may also be OK, if the INFO statements provide information required to track issues.

When I finish up the dev server setup (almost there), I can work with you on all the settings for all the files going forward. I noticed even error messages being reported as DEBUG statements in parts of Salient/Lockheed's code and filed a JIRA ticket for that in the past.

Best

Christian Leckner  
Principal Engineer  
ITS-EPA | CSRA  
San Diego, CA 92028 | PDT  
949-244-6501 | [leckner.erik@epa.gov](mailto:leckner.erik@epa.gov)

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**To:** Childers, Paula <Childers.Paula@epa.gov>; Spradling, LeAnn <Spradling.LeAnn@epa.gov>  
**Cc:** Campbell, Ed <Campbell.Ed@epa.gov>; Smith, Maury <smith.maury@epa.gov>; Waldo, James V. <Waldo.James@epa.gov>; 'Bennett, Jerry' <Jerry.Bennett@csra.com>; Page, Alison <Page.Alison@epa.gov>  
**Subject:** RE: is OAM service down in staging? SECURITY ISSUE!!!!  
**Importance:** High

Hi Paula

This is the log4j root logging **DEBUG** setting which was set on Aug 30 2017, the rest are set to **WARN** or **ERROR**. That is for empadmin. You can look at the other ones as well.

## Deliberative Process / Ex. 5

# Set root logger level to DEBUG and its only appender to A1.



# Deliberative Process / Ex. 5

Christian Leckner  
Principal Engineer  
ITS-EPA | CSRA  
San Diego, CA 92028 | PDT  
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**Sent:** Thursday, May 17, 2018 6:20 PM  
**To:** Childers, Paula <[Childers.Paula@epa.gov](mailto:Childers.Paula@epa.gov)>; Spradling, LeAnn <[Spradling.LeAnn@epa.gov](mailto:Spradling.LeAnn@epa.gov)>  
**Cc:** Campbell, Ed <[Campbell.Ed@epa.gov](mailto:Campbell.Ed@epa.gov)>; Smith, Maury <[smith.maury@epa.gov](mailto:smith.maury@epa.gov)>; Waldo, James V. <[Waldo.James@epa.gov](mailto:Waldo.James@epa.gov)>; Bennett, Jerry <[Jerry.Bennett@csra.com](mailto:Jerry.Bennett@csra.com)>; Page, Alison <[Page.Alison@epa.gov](mailto:Page.Alison@epa.gov)>  
**Subject:** RE: is OAM service down in staging? SECURITY ISSUE!!!!  
**Importance:** High

Hi Paula

Also, it looks as if the log4j.properties file was last updated on Aug 30 2017.

## Deliberative Process / Ex. 5

Once we finish our dev server setup (I'm finalizing it now), we can have a meeting to discuss all the log settings for EPA staging and production servers.

It's obviously in Deliberative Process / Ex. 5 statements.

Christian Leckner  
Principal Engineer  
ITS-EPA | CSRA  
San Diego, CA 92028 | PDT

**From:** Childers, Paula

**Sent:** Thursday, May 17, 2018 5:58 PM

**To:** Leckner, Erik <[Leckner.Erik@epa.gov](mailto:Leckner.Erik@epa.gov)>; Spradling, LeAnn <[Spradling.LeAnn@epa.gov](mailto:Spradling.LeAnn@epa.gov)>

**Cc:** Campbell, Ed <[Campbell.Ed@epa.gov](mailto:Campbell.Ed@epa.gov)>; Smith, Maury <[smith.maury@epa.gov](mailto:smith.maury@epa.gov)>; Waldo, James V. <[Waldo.James@epa.gov](mailto:Waldo.James@epa.gov)>; Bennett, Jerry <[Jerry.Bennett@csra.com](mailto:Jerry.Bennett@csra.com)>; Page, Alison <[Page.Alison@epa.gov](mailto:Page.Alison@epa.gov)>

**Subject:** Re: is OAM service down in staging? SECURITY ISSUE!!!!

**Importance:** High

Everything on Fractal has been restarted.

I am seeing a **SERIOUS SECURITY ISSUE - APPLICATION USER PASSWORDS ARE BEING LOGGED TO THE TOMCAT LOG FILE IN CLEAR TEXT.**

**ANYONE** who has logged into the applications in the time that this has been occurring will need to reset their passwords immediately.

I am going to disable **DEBUG** logging anywhere it is active. If I cannot stop this, we will have to shut down the Tomcat(s) to prevent further possible exposure.

Developers, please alter your code to remove any recent updates that may have altered this functionality from previous.

We need to check **ALL** logs for user passwords to determine the duration of the possible exposure. I will be contacting other Middleware personnel to assist. We will update further as we proceed.

The below information was retrieved and written up before I discovered the security issue, it is submitted here for Maury/WAM's use:

I can reach the home page of the empadmin application, but when I input my ID, I get a different message than the usual group-based rejection: "You entered an invalid UserID or Password. Please try again. It may be time to reset your password if it has been over 60 days."

The log file shows this:

# **Deliberative Process / Ex. 5**

and:

# **Deliberative Process / Ex. 5**

# Deliberative Process / Ex. 5

I am receiving a 500 Internal Server Error when trying to reach **Deliberative Process / Ex. 5**

The log file leads me to believe the issue is with the SOAP call to the webservice:

# Deliberative Process / Ex. 5

# Deliberative Process / Ex. 5

The Deliberative Process / Ex. 5 user's password was updated at the same time as the database passwords and should not be due for renewal.

Thanks,  
Paula

Paula Childers  
NCC Middleware & Applications Team  
ITS-EPA III Infrastructure Support and Application Hosting (TO 2)  
CSRA (a GDIT company, contractor to the U.S. EPA)  
79 TW Alexander Drive, Bldg. 4401, Suite 400, RTP, NC 27709  
919-200-7396 | [childers.paula@epa.gov](mailto:childers.paula@epa.gov)

---

**From:** Leckner, Erik  
**Sent:** Thursday, May 17, 2018 5:08 PM  
**To:** Childers, Paula; Spradling, LeAnn  
**Cc:** Campbell, Ed; Smith, Maury; Waldo, James V.  
**Subject:** FW: is OAM service down in staging?

Hi Paula,

Please see Maury's notes below. Were you able to restart httpd and Tomcat instances?

Thanks.

Christian Leckner  
Principal Engineer  
ITS-EPA | CSRA  
San Diego, CA 92028 | PDT  
949-244-6501 | [leckner.erik@epa.gov](mailto:leckner.erik@epa.gov)

---

**From:** WAM Support  
**Sent:** Thursday, May 17, 2018 4:09 PM  
**To:** Leckner, Erik <[Leckner.Erik@epa.gov](mailto:Leckner.Erik@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>; Chilivery, Swetha <[chilivery.swetha@epa.gov](mailto:chilivery.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; Campbell, Ed <[Campbell.Ed@epa.gov](mailto:Campbell.Ed@epa.gov)>; Henderson, Kertis <[henderson.kertis@epa.gov](mailto:henderson.kertis@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

I'm also getting a SSL error on test with curl

# Deliberative Process / Ex. 5

# Deliberative Process / Ex. 5

**From:** WAM Support

**Sent:** Thursday, May 17, 2018 3:50 PM

**To:** Leckner, Erik <Leckner.Erik@epa.gov>

**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>; Chilivory, Swetha <chilivory.swetha@epa.gov>; Madhavan Nair Kamala Devi, Rakhi <madhavan-nair-kamala-devi.rakhi@epa.gov>; McCarthy, Colleen <McCarthy.Colleen@epa.gov>; Fan, Cindy (Yanqian) <fan.yanqian@epa.gov>; Campbell, Ed <Campbell.Ed@epa.gov>; Henderson, Kertis <henderson.kertis@epa.gov>; WAM Support <WAM\_Support@epa.gov>

**Subject:** RE: is OAM service down in staging?

Christian,

I removed the WAM authentication requirement from URL [Deliberative Process / Ex. 5](#) and it goes straight to an Internal Server Error message when accessing the URL. Is there an issue with the [Deliberative Process / Ex. 5](#) server?

Maury

**From:** Leckner, Erik

**Sent:** Thursday, May 17, 2018 2:35 PM

**To:** WAM Support <WAM\_Support@epa.gov>

**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>; Chilivory, Swetha <chilivory.swetha@epa.gov>; Madhavan Nair Kamala Devi, Rakhi <madhavan-nair-kamala-devi.rakhi@epa.gov>; McCarthy, Colleen <McCarthy.Colleen@epa.gov>; Fan, Cindy (Yanqian) <fan.yanqian@epa.gov>

**Subject:** RE: is OAM service down in staging?

**Importance:** High

Hi Maury

Im seeing on a post request to [Deliberative Process / Ex. 5](#) get a 502 proxy error:

# Deliberative Process / Ex. 5

# **Deliberative Process / Ex. 5**

# **Deliberative Process / Ex. 5**



# Deliberative Process / Ex. 5

Christian Leckner  
Principal Engineer  
ITS-EPA | CSRA  
San Diego, CA 92028 | PDT  
949-244-6501 | [leckner.erik@epa.gov](mailto:leckner.erik@epa.gov)

---

**From:** Leckner, Erik  
**Sent:** Thursday, May 17, 2018 2:24 PM  
**To:** WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>; Chilivery, Swetha <[chilivery.swetha@epa.gov](mailto:chilivery.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi Maury

Sure, can do.

Christian Leckner  
Principal Engineer  
ITS-EPA | CSRA  
San Diego, CA 92028 | PDT  
949-244-6501 | [leckner.erik@epa.gov](mailto:leckner.erik@epa.gov)

---

**From:** WAM Support  
**Sent:** Thursday, May 17, 2018 2:01 PM  
**To:** Leckner, Erik <[Leckner.Erik@epa.gov](mailto:Leckner.Erik@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>; Chilivery, Swetha <[chilivery.swetha@epa.gov](mailto:chilivery.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi Christian,

Can you work with Paula to pull logs in staging to help troubleshoot this issue?

Maury Smith  
Enterprise Identity & Access Management (EIAM)  
ITS-EPA III - Supporting the US Environmental Protection Agency  
General Dynamics Information Technology

**GENERAL DYNAMICS**  
Information Technology

---

**From:** Chilivory, Swetha  
**Sent:** Thursday, May 17, 2018 12:57 PM  
**To:** WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi Tarsha,

I'm unable to access the below link.

# Deliberative Process / Ex. 5

Regards,  
Swetha

---

**From:** WAM Support  
**Sent:** Thursday, May 17, 2018 12:40 PM  
**To:** Chilivory, Swetha <[chilivory.swetha@epa.gov](mailto:chilivory.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi Swetha

Can you access [Deliberative Process / Ex. 5](#)?

Thanks,

Tarsha Jackson  
Enterprise Identity & Access Management (EIAM)  
General Dynamics Information Technology  
ITS-EPA III - Supporting the US Environmental Protection Agency  
79 TW Alexander Drive, Building 4401, P.O. Box 13668, Research Triangle Park, NC 27709  
919.200.7432 | [jackson.tarsha@epa.gov](mailto:jackson.tarsha@epa.gov) | [tarsha.jackson@csra.com](mailto:tarsha.jackson@csra.com) | [www.gdit.com](http://www.gdit.com) GENERAL DYNAMICS  
Information Technology

---

**From:** Chilivory, Swetha  
**Sent:** Thursday, May 17, 2018 12:30 PM  
**To:** Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi Tarsha,

I'm not able to login to [Deliberative Process / Ex. 5](#) too. Its showing the same error message as in below screenshots.

Regards,

Swetha

---

**From:** Madhavan Nair Kamala Devi, Rakhi  
**Sent:** Thursday, May 17, 2018 10:52 AM  
**To:** McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi ,  
I am getting the same error too. I remember we saw similar issue around mid March (around the password reset.)  
Did the IAM /staging password get reset? Just checking...

Thanks,  
Rakhi

---

**From:** McCarthy, Colleen  
**Sent:** Thursday, May 17, 2018 10:24 AM  
**To:** Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

P.S., I tried to reset my password, as the message said that my password may have expired, but the password screen told me that there was missing information... Thanks! Colleen

# Deliberative Process / Ex. 5

---

**From:** McCarthy, Colleen  
**Sent:** Thursday, May 17, 2018 10:17 AM  
**To:** Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi Tarsha,

I had the same problem that Cindy had when I tried to sign in earlier this morning and just checked again and I still have it now. The screen shows "Processing..." for about 90 seconds to two minutes, then I get the error below:

# Deliberative Process / Ex. 5

Thanks!

Colleen

---

**From:** Fan, Cindy (Yanqian)  
**Sent:** Thursday, May 17, 2018 10:00 AM  
**To:** WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi Tarsha,

Thanks for looking into the issue. I was able to login Deliberative Process / Ex. 5 as well. But I got "invalid user name or password" when I tried to login Deliberative Process / Ex. 5

Thanks!  
Cindy

---

**From:** WAM Support  
**Sent:** Thursday, May 17, 2018 9:23 AM  
**To:** Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi Cindy,

We're able to log into other Staging apps? Are you still having an issue? Let us know if we need to investigate further.

Thanks,

Tarsha Jackson  
Enterprise Identity & Access Management (EIAM)  
General Dynamics Information Technology  
ITS-EPA III - Supporting the US Environmental Protection Agency  
79 TW Alexander Drive, Building 4401, P.O. Box 13668, Research Triangle Park, NC 27709

919.200.7432 | [jackson.tarsha@epa.gov](mailto:jackson.tarsha@epa.gov) | [tarsha.jackson@csra.com](mailto:tarsha.jackson@csra.com) | [www.gdit.com](http://www.gdit.com) GENERAL DYNAMICS  
Information Technology

---

**From:** Fan, Cindy (Yanqian)  
**Sent:** Thursday, May 17, 2018 8:00 AM  
**To:** WAM Support <WAM\_Support@epa.gov>  
**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>  
**Subject:** is OAM service down in staging?

Hi WAM group,

The staging OAM service seems not working. I entered my staging credential and tried to login EMP home page

**Deliberative Process / Ex. 5** I got this error: "You entered an invalid UserID or Password. Please try again. It may be time to reset your password if it has been over 60 days". However I was able to login WAM staging portal with my same credential: **Deliberative Process / Ex. 5**

Thanks!  
Cindy

Message

---

**From:** Leckner, Erik [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=2A995A6CDBE54FC1BDACFE4212FBD38A-LECKNER, ER]  
**Sent:** 5/17/2018 10:29:01 PM  
**To:** Childers, Paula [Childers.Paula@epa.gov]; Spradling, LeAnn [Spradling.LeAnn@epa.gov]  
**CC:** Campbell, Ed [Campbell.Ed@epa.gov]; Smith, Maury [smith.maury@epa.gov]; Waldo, James V. [Waldo.James@epa.gov]; Bennett, Jerry [Jerry.Bennett@csra.com]; Page, Alison [Page.Alison@epa.gov]  
**Subject:** RE: is OAM service down in staging? SECURITY ISSUE!!!!  
**Importance:** High

Hi Paula

This is the log4j root logging **DEBUG** setting which was set on Aug 30 2017, the rest are set to **WARN** or **ERROR**. That is for empadmin. You can look at the other ones as well.

## Deliberative Process / Ex. 5

# Set root logger level to DEBUG and its only appender to A1.

## Deliberative Process / Ex. 5

Christian Leckner  
Principal Engineer  
ITS-EPA | CSRA  
San Diego, CA 92028 | PDT  
949-244-6501 | [leckner.erik@epa.gov](mailto:leckner.erik@epa.gov)

---

**From:** Leckner, Erik  
**Sent:** Thursday, May 17, 2018 6:20 PM  
**To:** Childers, Paula <Childers.Paula@epa.gov>; Spradling, LeAnn <Spradling.LeAnn@epa.gov>

**Cc:** Campbell, Ed <Campbell.Ed@epa.gov>; Smith, Maury <smith.maury@epa.gov>; Waldo, James V. <Waldo.James@epa.gov>; Bennett, Jerry <Jerry.Bennett@csra.com>; Page, Alison <Page.Alison@epa.gov>  
**Subject:** RE: is OAM service down in staging? SECURITY ISSUE!!!!  
**Importance:** High

Hi Paula

Also, it looks as if the log4j.properties file was last updated on Aug 30 2017.

# Deliberative Process / Ex. 5

Once we finish our dev server setup (I'm finalizing it now), we can have a meeting to discuss all the log settings for EPA staging and production servers.

It's obviously in org.apache.axis.transport.http.HTTPSender's log4j statements.

Christian Leckner  
Principal Engineer  
ITS-EPA | CSRA  
San Diego, CA 92028 | PDT  
949-244-6501 | [leckner.erik@epa.gov](mailto:leckner.erik@epa.gov)

---

**From:** Childers, Paula  
**Sent:** Thursday, May 17, 2018 5:58 PM  
**To:** Leckner, Erik <[Leckner.Erik@epa.gov](mailto:Leckner.Erik@epa.gov)>; Spradling, LeAnn <[Spradling.LeAnn@epa.gov](mailto:Spradling.LeAnn@epa.gov)>  
**Cc:** Campbell, Ed <[Campbell.Ed@epa.gov](mailto:Campbell.Ed@epa.gov)>; Smith, Maury <[smith.maury@epa.gov](mailto:smith.maury@epa.gov)>; Waldo, James V. <[Waldo.James@epa.gov](mailto:Waldo.James@epa.gov)>; Bennett, Jerry <[Jerry.Bennett@csra.com](mailto:Jerry.Bennett@csra.com)>; Page, Alison <[Page.Alison@epa.gov](mailto:Page.Alison@epa.gov)>  
**Subject:** Re: is OAM service down in staging? SECURITY ISSUE!!!!  
**Importance:** High

Everything on Fractal has been restarted.

I am seeing a **SERIOUS SECURITY ISSUE - APPLICATION USER PASSWORDS ARE BEING LOGGED TO THE TOMCAT LOG FILE IN CLEAR TEXT.**

**ANYONE** who has logged into the applications in the time that this has been occurring will need to reset their passwords immediately.

I am going to disable **DEBUG** logging anywhere it is active. If I cannot stop this, we will have to shut down the Tomcat(s) to prevent further possible exposure.

Developers, please alter your code to remove any recent updates that may have altered this functionality from previous.

We need to check ALL logs for user passwords to determine the duration of the possible exposure. I will be contacting other Middleware personnel to assist. We will update further as we proceed.

The below information was retrieved and written up before I discovered the security issue, it is submitted here for Maury/WAM's use:

I can reach the home page of the empadmin application, but when I input my ID, I get a different message than the usual group-based rejection: "You entered an invalid UserID or Password. Please try again. It may be time to reset your password if it has been over 60 days."

The log file shows this:

**Deliberative Process / Ex. 5**

and:

**Deliberative Process / Ex. 5**



# Deliberative Process / Ex. 5

I am receiving a 500 Internal Server Error when trying to reach **Deliberative Process / Ex. 5**

The log file leads me to believe the issue is with the SOAP call to the webservice:

# Deliberative Process / Ex. 5

The Deliberative Process / Ex. 5 user's password was updated at the same time as the database passwords and should not be due for renewal.

Thanks,  
Paula

Paula Childers  
NCC Middleware & Applications Team  
ITS-EPA III Infrastructure Support and Application Hosting (TO 2)  
CSRA (a GDIT company, contractor to the U.S. EPA)  
79 TW Alexander Drive, Bldg. 4401, Suite 400, RTP, NC 27709  
919-200-7396 | [childers.paula@epa.gov](mailto:childers.paula@epa.gov)

---

**From:** Leckner, Erik  
**Sent:** Thursday, May 17, 2018 5:08 PM  
**To:** Childers, Paula; Spradling, LeAnn  
**Cc:** Campbell, Ed; Smith, Maury; Waldo, James V.  
**Subject:** FW: is OAM service down in staging?

Hi Paula,

Please see Maury's notes below. Were you able to restart httpd and Tomcat instances?

Thanks.

Christian Leckner  
Principal Engineer  
ITS-EPA | CSRA  
San Diego, CA 92028 | PDT  
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---

**From:** WAM Support  
**Sent:** Thursday, May 17, 2018 4:09 PM  
**To:** Leckner, Erik <[Leckner.Erik@epa.gov](mailto:Leckner.Erik@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>; Chilivory, Swetha <[chilivory.swetha@epa.gov](mailto:chilivory.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; Campbell, Ed <[Campbell.Ed@epa.gov](mailto:Campbell.Ed@epa.gov)>; Henderson, Kertis <[henderson.kertis@epa.gov](mailto:henderson.kertis@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

I'm also getting a SSL error on test with curl

## Deliberative Process / Ex. 5

---

**From:** WAM Support  
**Sent:** Thursday, May 17, 2018 3:50 PM  
**To:** Leckner, Erik <[Leckner.Erik@epa.gov](mailto:Leckner.Erik@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>; Chilivory, Swetha <[chilivory.swetha@epa.gov](mailto:chilivory.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; Campbell, Ed <[Campbell.Ed@epa.gov](mailto:Campbell.Ed@epa.gov)>; Henderson, Kertis <[henderson.kertis@epa.gov](mailto:henderson.kertis@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Christian,

I removed the WAM authentication requirement from URL [Deliberative Process / Ex. 5](#) and it goes straight to an Internal Server Error message when accessing the URL. Is there an issue with the [Deliberative Process / Ex. 5](#) server?

Maury

---

**From:** Leckner, Erik  
**Sent:** Thursday, May 17, 2018 2:35 PM  
**To:** WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>; Chilivory, Swetha <[chilivory.swetha@epa.gov](mailto:chilivory.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>  
**Subject:** RE: is OAM service down in staging?  
**Importance:** High

Hi Maury

Im seeing on a post request to [Deliberative Process / Ex. 5](#) a [402 proxy error](#):

## Deliberative Process / Ex. 5

# Deliberative Process / Ex. 5

# **Deliberative Process / Ex. 5**

# Deliberative Process / Ex. 5

Christian Leckner  
Principal Engineer  
ITS-EPA | CSRA  
San Diego, CA 92028 | PDT  
949-244-6501 | [leckner.erik@epa.gov](mailto:leckner.erik@epa.gov)

---

**From:** Leckner, Erik  
**Sent:** Thursday, May 17, 2018 2:24 PM  
**To:** WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>; Chilivery, Swetha <[chilivery.swetha@epa.gov](mailto:chilivery.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi Maury

Sure, can do.

Christian Leckner  
Principal Engineer  
ITS-EPA | CSRA  
San Diego, CA 92028 | PDT  
949-244-6501 | [leckner.erik@epa.gov](mailto:leckner.erik@epa.gov)

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**From:** WAM Support  
**Sent:** Thursday, May 17, 2018 2:01 PM  
**To:** Leckner, Erik <[Leckner.Erik@epa.gov](mailto:Leckner.Erik@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>; Chilivery, Swetha <[chilivery.swetha@epa.gov](mailto:chilivery.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi Christian,

Can you work with Paula to pull logs in staging to help troubleshoot this issue?

Maury Smith  
Enterprise Identity & Access Management (EIAM)  
ITS-EPA III - Supporting the US Environmental Protection Agency  
General Dynamics Information Technology  
79 TW Alexander Drive, Building 4401, Research Triangle Park, NC 27709  
Office: 919.200.7305 | Mobile: 919.308.4345 | [smith.maury@epa.gov](mailto:smith.maury@epa.gov) | [www.gdit.com](http://www.gdit.com)

**GENERAL DYNAMICS**  
Information Technology

---

**From:** Chilivery, Swetha  
**Sent:** Thursday, May 17, 2018 12:57 PM  
**To:** WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi Tarsha,

I'm unable to access the below link.

# Deliberative Process / Ex. 5

Regards,  
Swetha

---

**From:** WAM Support  
**Sent:** Thursday, May 17, 2018 12:40 PM  
**To:** Chilivery, Swetha <[chilivery.swetha@epa.gov](mailto:chilivery.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi Swetha

Can you access **Deliberative Process / Ex. 5** ?

Thanks,

Tarsha Jackson  
Enterprise Identity & Access Management (EIAM)  
General Dynamics Information Technology  
ITS-EPA III - Supporting the US Environmental Protection Agency  
79 TW Alexander Drive, Building 4401, P.O. Box 13668, Research Triangle Park, NC 27709  
919.200.7432 | [jackson.tarsha@epa.gov](mailto:jackson.tarsha@epa.gov) | [tarsha.jackson@csra.com](mailto:tarsha.jackson@csra.com) | [www.gdit.com](http://www.gdit.com) GENERAL DYNAMICS  
Information Technology

---

**From:** Chilivory, Swetha

**Sent:** Thursday, May 17, 2018 12:30 PM

**To:** Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>

**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>

**Subject:** RE: is OAM service down in staging?

Hi Tarsha,

I'm not able to login to EMPSTG too. Its showing the same error message as in below screenshots.

Regards,  
Swetha

---

**From:** Madhavan Nair Kamala Devi, Rakhi

**Sent:** Thursday, May 17, 2018 10:52 AM

**To:** McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>

**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>

**Subject:** RE: is OAM service down in staging?

Hi ,  
I am getting the same error too. I remember we saw similar issue around mid March (around the password reset.)  
Did the IAM /staging password get reset? Just checking...

Thanks,  
Rakhi

---

**From:** McCarthy, Colleen

**Sent:** Thursday, May 17, 2018 10:24 AM

**To:** Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>

**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>

**Subject:** RE: is OAM service down in staging?

P.S., I tried to reset my password, as the message said that my password may have expired, but the password screen told me that there was missing information... Thanks! Colleen



# Deliberative Process / Ex. 5

**From:** McCarthy, Colleen  
**Sent:** Thursday, May 17, 2018 10:17 AM  
**To:** Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi Tarsha,

I had the same problem that Cindy had when I tried to sign in earlier this morning and just checked again and I still have it now. The screen shows "Processing..." for about 90 seconds to two minutes, then I get the error below:

# Deliberative Process / Ex. 5

Thanks!

Colleen

---

**From:** Fan, Cindy (Yanqian)  
**Sent:** Thursday, May 17, 2018 10:00 AM  
**To:** WAM Support <WAM\_Support@epa.gov>  
**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>  
**Subject:** RE: is OAM service down in staging?

Hi Tarsha,

Thanks for looking into the issue. I was able to login [Deliberative Process / Ex. 5] as well. But I got "invalid user name or password" when I tried to login [Deliberative Process / Ex. 5]

Thanks!  
Cindy

---

**From:** WAM Support  
**Sent:** Thursday, May 17, 2018 9:23 AM  
**To:** Fan, Cindy (Yanqian) <fan.yanqian@epa.gov>; WAM Support <WAM\_Support@epa.gov>  
**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>  
**Subject:** RE: is OAM service down in staging?

Hi Cindy,

We're able to log into other Staging apps? Are you still having an issue? Let us know if we need to investigate further.

Thanks,

Tarsha Jackson  
Enterprise Identity & Access Management (EIAM)  
General Dynamics Information Technology  
ITS-EPA III - Supporting the US Environmental Protection Agency  
79 TW Alexander Drive, Building 4401, P.O. Box 13668, Research Triangle Park, NC 27709  
919.200.7432 | [jackson.tarsha@epa.gov](mailto:jackson.tarsha@epa.gov) | [tarsha.jackson@csra.com](mailto:tarsha.jackson@csra.com) | [www.gdit.com](http://www.gdit.com) GENERAL DYNAMICS  
Information Technology

---

**From:** Fan, Cindy (Yanqian)  
**Sent:** Thursday, May 17, 2018 8:00 AM  
**To:** WAM Support <WAM\_Support@epa.gov>  
**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>  
**Subject:** is OAM service down in staging?

Hi WAM group,

The staging OAM service seems not working. I entered my staging credential and tried to login EMP home page [Deliberative Process / Ex. 5] I got this error: "You entered an invalid UserID or Password. Please try again. It may be time to reset your password if it has been over 60 days". However I was able to login WAM staging portal with my same credential: [Deliberative Process / Ex. 5]

Thanks!  
Cindy

Message

---

**From:** Leckner, Erik [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=2A995A6CDBE54FC1BDACFE4212FBD38A-LECKNER, ER]  
**Sent:** 5/17/2018 10:20:01 PM  
**To:** Childers, Paula [Childers.Paula@epa.gov]; Spradling, LeAnn [Spradling.LeAnn@epa.gov]  
**CC:** Campbell, Ed [Campbell.Ed@epa.gov]; Smith, Maury [smith.maury@epa.gov]; Waldo, James V. [Waldo.James@epa.gov]; Bennett, Jerry [Jerry.Bennett@csra.com]; Page, Alison [Page.Alison@epa.gov]  
**Subject:** RE: is OAM service down in staging? SECURITY ISSUE!!!!

**Importance:** High

Hi Paula

Also, it looks as if the log4j.properties file was last updated on Aug 30 2017.

## Deliberative Process / Ex. 5

Once we finish our dev server setup (I'm finalizing it now), we can have a meeting to discuss all the log settings for EPA staging and production servers.

It's obviously in org.apache.axis.transport.http.HTTPSender's log4j statements.

Christian Leckner  
Principal Engineer  
ITS-EPA | CSRA  
San Diego, CA 92028 | PDT  
949-244-6501 | [leckner.erik@epa.gov](mailto:leckner.erik@epa.gov)

---

**From:** Childers, Paula  
**Sent:** Thursday, May 17, 2018 5:58 PM  
**To:** Leckner, Erik <Leckner.Erik@epa.gov>; Spradling, LeAnn <Spradling.LeAnn@epa.gov>  
**Cc:** Campbell, Ed <Campbell.Ed@epa.gov>; Smith, Maury <smith.maury@epa.gov>; Waldo, James V. <Waldo.James@epa.gov>; Bennett, Jerry <Jerry.Bennett@csra.com>; Page, Alison <Page.Alison@epa.gov>  
**Subject:** Re: is OAM service down in staging? SECURITY ISSUE!!!!  
**Importance:** High

Everything on Fractal has been restarted.

I am seeing a **SERIOUS SECURITY ISSUE - APPLICATION USER PASSWORDS ARE BEING LOGGED TO THE TOMCAT LOG FILE IN CLEAR TEXT.**

**ANYONE** who has logged into the applications in the time that this has been occurring will need to reset their passwords immediately.

I am going to disable **DEBUG** logging anywhere it is active. If I cannot stop this, we will have to shut down the Tomcat(s) to prevent further possible exposure.

Developers, please alter your code to remove any recent updates that may have altered this functionality from previous.

We need to check ALL logs for user passwords to determine the duration of the possible exposure. I will be contacting other Middleware personnel to assist. We will update further as we proceed.

The below information was retrieved and written up before I discovered the security issue, it is submitted here for Maury/WAM's use:

I can reach the home page of the empadmin application, but when I input my ID, I get a different message than the usual group-based rejection: "You entered an invalid UserID or Password. Please try again. It may be time to reset your password if it has been over 60 days."

The log file shows this:

**Deliberative Process / Ex. 5**

and:

**Deliberative Process / Ex. 5**

# Deliberative Process / Ex. 5

I am receiving a 500 Internal Server Error when trying to reach

**Deliberative Process / Ex. 5**

The log file leads me to believe the issue is with the SOAP call to the webservice:

# Deliberative Process / Ex. 5

The Deliberative Process / Ex. 5 user's password was updated at the same time as the database passwords and should not be due for renewal.

Thanks,  
Paula

Paula Childers  
NCC Middleware & Applications Team  
ITS-EPA III Infrastructure Support and Application Hosting (TO 2)  
CSRA (a GDIT company, contractor to the U.S. EPA)  
79 TW Alexander Drive, Bldg. 4401, Suite 400, RTP, NC 27709  
919-200-7396 | [childers.paula@epa.gov](mailto:childers.paula@epa.gov)

---

**From:** Leckner, Erik  
**Sent:** Thursday, May 17, 2018 5:08 PM  
**To:** Childers, Paula; Spradling, LeAnn  
**Cc:** Campbell, Ed; Smith, Maury; Waldo, James V.  
**Subject:** FW: is OAM service down in staging?

Hi Paula,

Please see Maury's notes below. Were you able to restart httpd and Tomcat instances?

Thanks.

Christian Leckner  
Principal Engineer  
ITS-EPA | CSRA  
San Diego, CA 92028 | PDT  
949-244-6501 | [leckner.erik@epa.gov](mailto:leckner.erik@epa.gov)

---

**From:** WAM Support  
**Sent:** Thursday, May 17, 2018 4:09 PM  
**To:** Leckner, Erik <[Leckner.Erik@epa.gov](mailto:Leckner.Erik@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>; Chilivery, Swetha <[chilivery.swetha@epa.gov](mailto:chilivery.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; Campbell, Ed <[Campbell.Ed@epa.gov](mailto:Campbell.Ed@epa.gov)>; Henderson, Kertis <[henderson.kertis@epa.gov](mailto:henderson.kertis@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

I'm also getting a SSL error on test with curl

# Deliberative Process / Ex. 5

---

**From:** WAM Support  
**Sent:** Thursday, May 17, 2018 3:50 PM  
**To:** Leckner, Erik <[Leckner.Erik@epa.gov](mailto:Leckner.Erik@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>; Chilivery, Swetha <[chilivery.swetha@epa.gov](mailto:chilivery.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; Campbell, Ed <[Campbell.Ed@epa.gov](mailto:Campbell.Ed@epa.gov)>; Henderson, Kertis <[henderson.kertis@epa.gov](mailto:henderson.kertis@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Christian,

I removed the WAM authentication requirement from URL [Deliberative Process / Ex. 5](#) and it goes straight to an Internal Server Error message when accessing the URL. Is there an issue with the fractal.rtpnc.epa.gov app server?

Maury

---

**From:** Leckner, Erik  
**Sent:** Thursday, May 17, 2018 2:35 PM  
**To:** WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>; Chilivery, Swetha <[chilivery.swetha@epa.gov](mailto:chilivery.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>  
**Subject:** RE: is OAM service down in staging?  
**Importance:** High

Hi Maury

Im seeting on a post request to **Deliberative Process / Ex. 5** a **Deliberative Process / Ex. 5**:

# Deliberative Process / Ex. 5



# **Deliberative Process / Ex. 5**

# Deliberative Process / Ex. 5

Christian Leckner  
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ITS-EPA | CSRA  
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**To:** WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>; Chilivery, Swetha <[chilivery.swetha@epa.gov](mailto:chilivery.swetha@epa.gov)>; Madhavan

Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>

**Subject:** RE: is OAM service down in staging?

Hi Maury

Sure, can do.

Christian Leckner  
Principal Engineer  
ITS-EPA | CSRA  
San Diego, CA 92028 | PDT  
949-244-6501 | [leckner.erik@epa.gov](mailto:leckner.erik@epa.gov)

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**Sent:** Thursday, May 17, 2018 2:01 PM

**To:** Leckner, Erik <[Leckner.Erik@epa.gov](mailto:Leckner.Erik@epa.gov)>

**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>; Chilivery, Swetha <[chilivery.swetha@epa.gov](mailto:chilivery.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>

**Subject:** RE: is OAM service down in staging?

Hi Christian,

Can you work with Paula to pull logs in staging to help troubleshoot this issue?

Maury Smith  
Enterprise Identity & Access Management (EIAM)  
ITS-EPA III - Supporting the US Environmental Protection Agency  
General Dynamics Information Technology  
79 TW Alexander Drive, Building 4401, Research Triangle Park, NC 27709  
Office: 919.200.7305 | Mobile: 919.308.4345 | [smith.maury@epa.gov](mailto:smith.maury@epa.gov) | [www.gdit.com](http://www.gdit.com)

**GENERAL DYNAMICS**  
Information Technology

---

**From:** Chilivery, Swetha

**Sent:** Thursday, May 17, 2018 12:57 PM

**To:** WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>

**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>

**Subject:** RE: is OAM service down in staging?

Hi Tarsha,

I'm unable to access the below link.

# Deliberative Process / Ex. 5

Regards,  
Swetha

---

**From:** WAM Support

**Sent:** Thursday, May 17, 2018 12:40 PM

**To:** Chilivery, Swetha <[chilivery.swetha@epa.gov](mailto:chilivery.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>

devi.rakhi@epa.gov>; McCarthy, Colleen <Mccarthy.Colleen@epa.gov>; Fan, Cindy (Yanqian) <fan.yanqian@epa.gov>; WAM Support <WAM\_Support@epa.gov>  
**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>  
**Subject:** RE: is OAM service down in staging?

Hi Swetha

Can you access **Deliberative Process / Ex. 5** ?

Thanks,

Tarsha Jackson  
Enterprise Identity & Access Management (EIAM)  
General Dynamics Information Technology  
ITS-EPA III - Supporting the US Environmental Protection Agency  
79 TW Alexander Drive, Building 4401, P.O. Box 13668, Research Triangle Park, NC 27709  
919.200.7432 | [jackson.tarsha@epa.gov](mailto:jackson.tarsha@epa.gov) | [tarsha.jackson@csra.com](mailto:tarsha.jackson@csra.com) | [www.gdit.com](http://www.gdit.com) GENERAL DYNAMICS  
Information Technology

---

**From:** Chiliverry, Swetha  
**Sent:** Thursday, May 17, 2018 12:30 PM  
**To:** Madhavan Nair Kamala Devi, Rakhi <madhavan-nair-kamala-devi.rakhi@epa.gov>; McCarthy, Colleen <Mccarthy.Colleen@epa.gov>; Fan, Cindy (Yanqian) <fan.yanqian@epa.gov>; WAM Support <WAM\_Support@epa.gov>  
**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>  
**Subject:** RE: is OAM service down in staging?

Hi Tarsha,

I'm not able to login to **Deliberative Process / Ex. 5** too. Its showing the same error message as in below screenshots.

Regards,  
Swetha

---

**From:** Madhavan Nair Kamala Devi, Rakhi  
**Sent:** Thursday, May 17, 2018 10:52 AM  
**To:** McCarthy, Colleen <Mccarthy.Colleen@epa.gov>; Fan, Cindy (Yanqian) <fan.yanqian@epa.gov>; WAM Support <WAM\_Support@epa.gov>  
**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>  
**Subject:** RE: is OAM service down in staging?

Hi ,  
I am getting the same error too. I remember we saw similar issue around mid March (around the password reset.)  
Did the IAM /staging password get reset? Just checking...

Thanks,  
Rakhi

---

**From:** McCarthy, Colleen  
**Sent:** Thursday, May 17, 2018 10:24 AM  
**To:** Fan, Cindy (Yanqian) <fan.yanqian@epa.gov>; WAM Support <WAM\_Support@epa.gov>  
**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>  
**Subject:** RE: is OAM service down in staging?

P.S., I tried to reset my password, as the message said that my password may have expired, but the password screen told me that there was missing information... Thanks! Colleen

# Deliberative Process / Ex. 5

---

**From:** McCarthy, Colleen  
**Sent:** Thursday, May 17, 2018 10:17 AM  
**To:** Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi Tarsha,

I had the same problem that Cindy had when I tried to sign in earlier this morning and just checked again and I still have it now. The screen shows "Processing..." for about 90 seconds to two minutes, then I get the error below:

# Deliberative Process / Ex. 5

Thanks!

Colleen

---

**From:** Fan, Cindy (Yanqian)  
**Sent:** Thursday, May 17, 2018 10:00 AM  
**To:** WAM Support <WAM\_Support@epa.gov>  
**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>  
**Subject:** RE: is OAM service down in staging?

Hi Tarsha,

Thanks for looking into the issue. I was able to login [Deliberative Process / Ex. 5] as well. But I got "invalid user name or password" when I tried to login [Deliberative Process / Ex. 5]

Thanks!  
Cindy

---

**From:** WAM Support  
**Sent:** Thursday, May 17, 2018 9:23 AM  
**To:** Fan, Cindy (Yanqian) <fan.yanqian@epa.gov>; WAM Support <WAM\_Support@epa.gov>  
**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>  
**Subject:** RE: is OAM service down in staging?

Hi Cindy,

We're able to log into other Staging apps? Are you still having an issue? Let us know if we need to investigate further.

Thanks,

Tarsha Jackson  
Enterprise Identity & Access Management (EIAM)  
General Dynamics Information Technology  
ITS-EPA III - Supporting the US Environmental Protection Agency  
79 TW Alexander Drive, Building 4401, P.O. Box 13668, Research Triangle Park, NC 27709  
919.200.7432 | [jackson.tarsha@epa.gov](mailto:jackson.tarsha@epa.gov) | [tarsha.jackson@csra.com](mailto:tarsha.jackson@csra.com) | [www.gdit.com](http://www.gdit.com) GENERAL DYNAMICS  
Information Technology

---

**From:** Fan, Cindy (Yanqian)  
**Sent:** Thursday, May 17, 2018 8:00 AM  
**To:** WAM Support <WAM\_Support@epa.gov>  
**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>  
**Subject:** is OAM service down in staging?

Hi WAM group,

The staging OAM service seems not working. I entered my staging credential and tried to login EMP home page [Deliberative Process / Ex. 5] I got this error: "You entered an invalid UserID or Password. Please try again. It may be time to reset your password if it has been over 60 days". However I was able to login WAM staging portal with my same credential: [Deliberative Process / Ex. 5]

Thanks!  
Cindy

Message

---

**From:** Leckner, Erik [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=2A995A6CDBE54FC1BDACFE4212FBD38A-LECKNER, ER]  
**Sent:** 5/17/2018 10:12:47 PM  
**To:** Childers, Paula [Childers.Paula@epa.gov]; Spradling, LeAnn [Spradling.LeAnn@epa.gov]  
**CC:** Campbell, Ed [Campbell.Ed@epa.gov]; Smith, Maury [smith.maury@epa.gov]; Waldo, James V. [Waldo.James@epa.gov]; Bennett, Jerry [Jerry.Bennett@csra.com]; Page, Alison [Page.Alison@epa.gov]  
**Subject:** RE: is OAM service down in staging? SECURITY ISSUE!!!!

Hello Paula

We can make that a high priority JIRA ticket. Note that our dev team has not been deploying WARS from development (we're finalizing our dev server and haven't deployed any WAR files to staging).

Best,  
Christian Leckner  
Principal Engineer  
ITS-EPA | CSRA  
San Diego, CA 92028 | PDT  
949-244-6501 | [leckner.erik@epa.gov](mailto:leckner.erik@epa.gov)

---

**From:** Childers, Paula  
**Sent:** Thursday, May 17, 2018 5:58 PM  
**To:** Leckner, Erik <Leckner.Erik@epa.gov>; Spradling, LeAnn <Spradling.LeAnn@epa.gov>  
**Cc:** Campbell, Ed <Campbell.Ed@epa.gov>; Smith, Maury <smith.maury@epa.gov>; Waldo, James V. <Waldo.James@epa.gov>; Bennett, Jerry <Jerry.Bennett@csra.com>; Page, Alison <Page.Alison@epa.gov>  
**Subject:** Re: is OAM service down in staging? SECURITY ISSUE!!!!  
**Importance:** High

Everything on Fractal has been restarted.

I am seeing a **SERIOUS SECURITY ISSUE - APPLICATION USER PASSWORDS ARE BEING LOGGED TO THE TOMCAT LOG FILE IN CLEAR TEXT.**

**ANYONE** who has logged into the applications in the time that this has been occurring will need to reset their passwords immediately.

I am going to disable **DEBUG** logging anywhere it is active. If I cannot stop this, we will have to shut down the Tomcat(s) to prevent further possible exposure.

Developers, please alter your code to remove any recent updates that may have altered this functionality from previous.

We need to check ALL logs for user passwords to determine the duration of the possible exposure. I will be contacting other Middleware personnel to assist. We will update further as we proceed.

The below information was retrieved and written up before I discovered the security issue, it is submitted here for Maury/WAM's use:

I can reach the home page of the empadmin application, but when I input my ID, I get a different message than the usual group-based rejection: "You entered an invalid UserID or Password. Please try again. It may be time to reset your password if it has been over 60 days."

The log file shows this:

**Deliberative Process / Ex. 5**

and:

**Deliberative Process / Ex. 5**



# Deliberative Process / Ex. 5

I am receiving a 500 Internal Server Error when trying to reach **Deliberative Process / Ex. 5**

The log file leads me to believe the issue is with the SOAP call to the webservice:

# Deliberative Process / Ex. 5

The Deliberative Process / Ex. 5 user's password was updated at the same time as the database passwords and should not be due for renewal.

Thanks,  
Paula

Paula Childers  
NCC Middleware & Applications Team  
ITS-EPA III Infrastructure Support and Application Hosting (TO 2)  
CSRA (a GDIT company, contractor to the U.S. EPA)  
79 TW Alexander Drive, Bldg. 4401, Suite 400, RTP, NC 27709  
919-200-7396 | [childers.paula@epa.gov](mailto:childers.paula@epa.gov)

---

**From:** Leckner, Erik  
**Sent:** Thursday, May 17, 2018 5:08 PM  
**To:** Childers, Paula; Spradling, LeAnn  
**Cc:** Campbell, Ed; Smith, Maury; Waldo, James V.  
**Subject:** FW: is OAM service down in staging?

Hi Paula,

Please see Maury's notes below. Were you able to restart httpd and Tomcat instances?

Thanks.

Christian Leckner  
Principal Engineer  
ITS-EPA | CSRA  
San Diego, CA 92028 | PDT  
949-244-6501 | [leckner.erik@epa.gov](mailto:leckner.erik@epa.gov)

---

**From:** WAM Support  
**Sent:** Thursday, May 17, 2018 4:09 PM  
**To:** Leckner, Erik <[Leckner.Erik@epa.gov](mailto:Leckner.Erik@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>; Chilivory, Swetha <[chilivory.swetha@epa.gov](mailto:chilivory.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; Campbell, Ed <[Campbell.Ed@epa.gov](mailto:Campbell.Ed@epa.gov)>; Henderson, Kertis <[henderson.kertis@epa.gov](mailto:henderson.kertis@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

I'm also getting a SSL error on test with curl

## Deliberative Process / Ex. 5

---

**From:** WAM Support  
**Sent:** Thursday, May 17, 2018 3:50 PM  
**To:** Leckner, Erik <[Leckner.Erik@epa.gov](mailto:Leckner.Erik@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>; Chilivory, Swetha <[chilivory.swetha@epa.gov](mailto:chilivory.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; Campbell, Ed <[Campbell.Ed@epa.gov](mailto:Campbell.Ed@epa.gov)>; Henderson, Kertis <[henderson.kertis@epa.gov](mailto:henderson.kertis@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Christian,

I removed the WAM authentication requirement from URL [Deliberative Process / Ex. 5](#) and it goes straight to an Internal Server Error message when accessing the URL. Is there an issue with the fractal.rtpnc.epa.gov app server?

Maury

---

**From:** Leckner, Erik  
**Sent:** Thursday, May 17, 2018 2:35 PM  
**To:** WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>; Chilivory, Swetha <[chilivory.swetha@epa.gov](mailto:chilivory.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>  
**Subject:** RE: is OAM service down in staging?  
**Importance:** High

Hi Maury

Im seeing on a post request to [Deliberative Process / Ex. 5](#) a [102 proxy error](#):

## Deliberative Process / Ex. 5

# **Deliberative Process / Ex. 5**

# **Deliberative Process / Ex. 5**

# Deliberative Process / Ex. 5

Christian Leckner  
Principal Engineer  
ITS-EPA | CSRA  
San Diego, CA 92028 | PDT  
949-244-6501 | [leckner.erik@epa.gov](mailto:leckner.erik@epa.gov)

---

**From:** Leckner, Erik  
**Sent:** Thursday, May 17, 2018 2:24 PM  
**To:** WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>; Chilivery, Swetha <[chilivery.swetha@epa.gov](mailto:chilivery.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi Maury

Sure, can do.

Christian Leckner  
Principal Engineer  
ITS-EPA | CSRA  
San Diego, CA 92028 | PDT  
949-244-6501 | [leckner.erik@epa.gov](mailto:leckner.erik@epa.gov)

---

**From:** WAM Support  
**Sent:** Thursday, May 17, 2018 2:01 PM  
**To:** Leckner, Erik <[Leckner.Erik@epa.gov](mailto:Leckner.Erik@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>; Chilivery, Swetha <[chilivery.swetha@epa.gov](mailto:chilivery.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi Christian,

Can you work with Paula to pull logs in staging to help troubleshoot this issue?

Maury Smith  
Enterprise Identity & Access Management (EIAM)  
ITS-EPA III - Supporting the US Environmental Protection Agency  
General Dynamics Information Technology  
79 TW Alexander Drive, Building 4401, Research Triangle Park, NC 27709  
Office: 919.200.7305 | Mobile: 919.308.4345 | [smith.maury@epa.gov](mailto:smith.maury@epa.gov) | [www.gdit.com](http://www.gdit.com)

**GENERAL DYNAMICS**  
Information Technology

---

**From:** Chilivery, Swetha  
**Sent:** Thursday, May 17, 2018 12:57 PM  
**To:** WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi Tarsha,

I'm unable to access the below link.

# Deliberative Process / Ex. 5

Regards,  
Swetha

---

**From:** WAM Support  
**Sent:** Thursday, May 17, 2018 12:40 PM  
**To:** Chilivery, Swetha <[chilivery.swetha@epa.gov](mailto:chilivery.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi Swetha

Can you access **Deliberative Process / Ex. 5** ?

Thanks,

Tarsha Jackson

Enterprise Identity & Access Management (EIAM)

General Dynamics Information Technology

ITS-EPA III - Supporting the US Environmental Protection Agency

79 TW Alexander Drive, Building 4401, P.O. Box 13668, Research Triangle Park, NC 27709

919.200.7432 | [jackson.tarsha@epa.gov](mailto:jackson.tarsha@epa.gov) | [tarsha.jackson@csra.com](mailto:tarsha.jackson@csra.com) | [www.gdit.com](http://www.gdit.com) GENERAL DYNAMICS  
Information Technology

---

**From:** Chilivery, Swetha

**Sent:** Thursday, May 17, 2018 12:30 PM

**To:** Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>

**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>

**Subject:** RE: is OAM service down in staging?

Hi Tarsha,

I'm not able to login to EMPSTG too. Its showing the same error message as in below screenshots.

Regards,  
Swetha

---

**From:** Madhavan Nair Kamala Devi, Rakhi

**Sent:** Thursday, May 17, 2018 10:52 AM

**To:** McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>

**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>

**Subject:** RE: is OAM service down in staging?

Hi ,  
I am getting the same error too. I remember we saw similar issue around mid March (around the password reset.)  
Did the IAM /staging password get reset? Just checking...

Thanks,  
Rakhi

---

**From:** McCarthy, Colleen

**Sent:** Thursday, May 17, 2018 10:24 AM

**To:** Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>

**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>

**Subject:** RE: is OAM service down in staging?

P.S., I tried to reset my password, as the message said that my password may have expired, but the password screen told me that there was missing information... Thanks! Colleen



# Deliberative Process / Ex. 5

**From:** McCarthy, Colleen

**Sent:** Thursday, May 17, 2018 10:17 AM

**To:** Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>

**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>

**Subject:** RE: is OAM service down in staging?

Hi Tarsha,

I had the same problem that Cindy had when I tried to sign in earlier this morning and just checked again and I still have it now. The screen shows "Processing..." for about 90 seconds to two minutes, then I get the error below:

# Deliberative Process / Ex. 5

Thanks!

Colleen

---

**From:** Fan, Cindy (Yanqian)  
**Sent:** Thursday, May 17, 2018 10:00 AM  
**To:** WAM Support <WAM\_Support@epa.gov>  
**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>  
**Subject:** RE: is OAM service down in staging?

Hi Tarsha,

Thanks for looking into the issue. I was able to login h **Deliberative Process / Ex. 5** as well. But I got "invalid user name or password" when I tried to login **Deliberative Process / Ex. 5**

Thanks!  
Cindy

---

**From:** WAM Support  
**Sent:** Thursday, May 17, 2018 9:23 AM  
**To:** Fan, Cindy (Yanqian) <fan.yanqian@epa.gov>; WAM Support <WAM\_Support@epa.gov>  
**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>  
**Subject:** RE: is OAM service down in staging?

Hi Cindy,

We're able to log into other Staging apps? Are you still having an issue? Let us know if we need to investigate further.

Thanks,

Tarsha Jackson  
Enterprise Identity & Access Management (EIAM)  
General Dynamics Information Technology  
ITS-EPA III - Supporting the US Environmental Protection Agency  
79 TW Alexander Drive, Building 4401, P.O. Box 13668, Research Triangle Park, NC 27709  
919.200.7432 | [jackson.tarsha@epa.gov](mailto:jackson.tarsha@epa.gov) | [tarsha.jackson@csra.com](mailto:tarsha.jackson@csra.com) | [www.gdit.com](http://www.gdit.com) **GENERAL DYNAMICS**  
Information Technology

---

**From:** Fan, Cindy (Yanqian)  
**Sent:** Thursday, May 17, 2018 8:00 AM  
**To:** WAM Support <WAM\_Support@epa.gov>  
**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>  
**Subject:** is OAM service down in staging?

Hi WAM group,

The staging OAM service seems not working. I entered my staging credential and tried to login EMP home page **Deliberative Process / Ex. 5** I got this error: "You entered an invalid UserID or Password. Please try again. It may be time to reset your password if it has been over 60 days". However I was able to login WAM staging portal with my same credential: **Deliberative Process / Ex. 5**

Thanks!  
Cindy

Message

---

**From:** Leckner, Erik [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=2A995A6CDBE54FC1BDACFE4212FBD38A-LECKNER, ER]  
**Sent:** 5/17/2018 9:08:15 PM  
**To:** Childers, Paula [Childers.Paula@epa.gov]; Spradling, LeAnn [Spradling.LeAnn@epa.gov]  
**CC:** Campbell, Ed [Campbell.Ed@epa.gov]; Smith, Maury [smith.maury@epa.gov]; Waldo, James V. [Waldo.James@epa.gov]  
**Subject:** FW: is OAM service down in staging?

Hi Paula,

Please see Maury's notes below. Were you able to restart httpd and Tomcat instances?

Thanks.

Christian Leckner  
Principal Engineer  
ITS-EPA | CSRA  
San Diego, CA 92028 | PDT  
949-244-6501 | [leckner.erik@epa.gov](mailto:leckner.erik@epa.gov)

---

**From:** WAM Support  
**Sent:** Thursday, May 17, 2018 4:09 PM  
**To:** Leckner, Erik <[Leckner.Erik@epa.gov](mailto:Leckner.Erik@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>; Chilivery, Swetha <[chilivery.swetha@epa.gov](mailto:chilivery.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; Campbell, Ed <[Campbell.Ed@epa.gov](mailto:Campbell.Ed@epa.gov)>; Henderson, Kertis <[henderson.kertis@epa.gov](mailto:henderson.kertis@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

I'm also getting a SSL error on test with curl

# Deliberative Process / Ex. 5

---

**From:** WAM Support  
**Sent:** Thursday, May 17, 2018 3:50 PM  
**To:** Leckner, Erik <[Leckner.Erik@epa.gov](mailto:Leckner.Erik@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>; Chilivery, Swetha <[chilivery.swetha@epa.gov](mailto:chilivery.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; Campbell, Ed <[Campbell.Ed@epa.gov](mailto:Campbell.Ed@epa.gov)>;

Henderson, Kertis <[henderson.kertis@epa.gov](mailto:henderson.kertis@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>

**Subject:** RE: is OAM service down in staging?

Christian,

I removed the WAM authentication requirement from URL [Deliberative Process / Ex. 5](#) and it goes straight to an Internal Server Error message when accessing the URL. Is there an issue with the [Deliberative Process / Ex. 5](#) server?

Maury

---

**From:** Leckner, Erik

**Sent:** Thursday, May 17, 2018 2:35 PM

**To:** WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>

**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>; Chilivery, Swetha <[chilivery.swetha@epa.gov](mailto:chilivery.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>

**Subject:** RE: is OAM service down in staging?

**Importance:** High

Hi Maury

Im seeing on a post request to [Deliberative Process / Ex. 5](#) a [502 proxy error](#):

# Deliberative Process / Ex. 5

# **Deliberative Process / Ex. 5**

# **Deliberative Process / Ex. 5**

# Deliberative Process / Ex. 5

Christian Leckner  
Principal Engineer  
ITS-EPA | CSRA  
San Diego, CA 92028 | PDT  
949-244-6501 | [leckner.erik@epa.gov](mailto:leckner.erik@epa.gov)

---

**From:** Leckner, Erik  
**Sent:** Thursday, May 17, 2018 2:24 PM  
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**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>; Chilivery, Swetha <[chilivery.swetha@epa.gov](mailto:chilivery.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi Maury

Sure, can do.

Christian Leckner  
Principal Engineer  
ITS-EPA | CSRA  
San Diego, CA 92028 | PDT  
949-244-6501 | [leckner.erik@epa.gov](mailto:leckner.erik@epa.gov)

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**From:** WAM Support  
**Sent:** Thursday, May 17, 2018 2:01 PM  
**To:** Leckner, Erik <[Leckner.Erik@epa.gov](mailto:Leckner.Erik@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>; Chilivery, Swetha <[chilivery.swetha@epa.gov](mailto:chilivery.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi Christian,

Can you work with Paula to pull logs in staging to help troubleshoot this issue?

Maury Smith  
Enterprise Identity & Access Management (EIAM)  
ITS-EPA III - Supporting the US Environmental Protection Agency  
General Dynamics Information Technology  
79 TW Alexander Drive, Building 4401, Research Triangle Park, NC 27709  
Office: 919.200.7305 | Mobile: 919.308.4345 | [smith.maury@epa.gov](mailto:smith.maury@epa.gov) | [www.gdit.com](http://www.gdit.com)

**GENERAL DYNAMICS**  
Information Technology

---

**From:** Chilivery, Swetha  
**Sent:** Thursday, May 17, 2018 12:57 PM  
**To:** WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi Tarsha,

I'm unable to access the below link.

# Deliberative Process / Ex. 5

Regards,  
Swetha

---

**From:** WAM Support  
**Sent:** Thursday, May 17, 2018 12:40 PM



**To:** Chiliverry, Swetha <[chiliverry.swetha@epa.gov](mailto:chiliverry.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi Swetha

Can you access **Deliberative Process / Ex. 5**

Thanks,

Tarsha Jackson  
Enterprise Identity & Access Management (EIAM)  
General Dynamics Information Technology  
ITS-EPA III - Supporting the US Environmental Protection Agency  
79 TW Alexander Drive, Building 4401, P.O. Box 13668, Research Triangle Park, NC 27709  
919.200.7432 | [jackson.tarsha@epa.gov](mailto:jackson.tarsha@epa.gov) | [tarsha.jackson@csra.com](mailto:tarsha.jackson@csra.com) | [www.gdit.com](http://www.gdit.com) | GENERAL DYNAMICS  
Information Technology

---

**From:** Chiliverry, Swetha  
**Sent:** Thursday, May 17, 2018 12:30 PM  
**To:** Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi Tarsha,

I'm not able to login to EMPSTG too. Its showing the same error message as in below screenshots.

Regards,  
Swetha

---

**From:** Madhavan Nair Kamala Devi, Rakhi  
**Sent:** Thursday, May 17, 2018 10:52 AM  
**To:** McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi ,  
I am getting the same error too. I remember we saw similar issue around mid March (around the password reset.)  
Did the IAM /staging password get reset? Just checking...

Thanks,  
Rakhi

---

**From:** McCarthy, Colleen  
**Sent:** Thursday, May 17, 2018 10:24 AM  
**To:** Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

P.S., I tried to reset my password, as the message said that my password may have expired, but the password screen told me that there was missing information... Thanks! Colleen

# Deliberative Process / Ex. 5

---

**From:** McCarthy, Colleen

**Sent:** Thursday, May 17, 2018 10:17 AM

**To:** Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>

**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>

**Subject:** RE: is OAM service down in staging?

Hi Tarsha,

I had the same problem that Cindy had when I tried to sign in earlier this morning and just checked again and I still have it now. The screen shows "Processing..." for about 90 seconds to two minutes, then I get the error below:

# Deliberative Process / Ex. 5

Thanks!

Colleen

---

**From:** Fan, Cindy (Yanqian)  
**Sent:** Thursday, May 17, 2018 10:00 AM  
**To:** WAM Support <WAM\_Support@epa.gov>  
**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>  
**Subject:** RE: is OAM service down in staging?

Hi Tarsha,

Thanks for looking into the issue. I was able to login Deliberative Process / Ex. 5 as well. But I got "invalid user name or password" when I tried to login Deliberative Process / Ex. 5

Thanks!  
Cindy

---

**From:** WAM Support  
**Sent:** Thursday, May 17, 2018 9:23 AM  
**To:** Fan, Cindy (Yanqian) <fan.yanqian@epa.gov>; WAM Support <WAM\_Support@epa.gov>  
**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>  
**Subject:** RE: is OAM service down in staging?

Hi Cindy,

We're able to log into other Staging apps? Are you still having an issue? Let us know if we need to investigate further.

Thanks,

Tarsha Jackson  
Enterprise Identity & Access Management (EIAM)  
General Dynamics Information Technology  
ITS-EPA III - Supporting the US Environmental Protection Agency  
79 TW Alexander Drive, Building 4401, P.O. Box 13668, Research Triangle Park, NC 27709

---

**From:** Fan, Cindy (Yanqian)  
**Sent:** Thursday, May 17, 2018 8:00 AM  
**To:** WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>  
**Subject:** is OAM service down in staging?

Hi WAM group,

The staging OAM service seems not working. I entered my staging credential and tried to login EMP home page

Deliberative Process / Ex. 5 I got this error: "You entered an invalid UserID or Password. Please try again. It may be time to reset your password if it has been over 60 days". However I was able to login WAM staging portal with my same credential: Deliberative Process / Ex. 5

Thanks!  
Cindy

Message

---

**From:** Leckner, Erik [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=2A995A6CDBE54FC1BDACFE4212FBD38A-LECKNER, ER]  
**Sent:** 5/17/2018 8:12:42 PM  
**To:** Childers, Paula [Childers.Paula@epa.gov]  
**CC:** Campbell, Ed [Campbell.Ed@epa.gov]; Spradling, LeAnn [Spradling.LeAnn@epa.gov]; Smith, Maury [smith.maury@epa.gov]; Waldo, James V. [Waldo.James@epa.gov]  
**Subject:** FW: is OAM service down in staging?

**Importance:** High

Hi Paula

Could you please restart httpd and the tomcat instances on empstg? Apparently, those working on it for the past couple of days are experiencing some issues with empstg. Notes are provided below.

Thanks!

Christian Leckner  
Principal Engineer  
ITS-EPA | CSRA  
San Diego, CA 92028 | PDT  
949-244-6501 | [leckner.erik@epa.gov](mailto:leckner.erik@epa.gov)

---

**From:** WAM Support  
**Sent:** Thursday, May 17, 2018 3:50 PM  
**To:** Leckner, Erik <Leckner.Erik@epa.gov>  
**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>; Chilivery, Swetha <chilivery.swetha@epa.gov>; Madhavan Nair Kamala Devi, Rakhi <madhavan-nair-kamala-devi.rakhi@epa.gov>; McCarthy, Colleen <McCarthy.Colleen@epa.gov>; Fan, Cindy (Yanqian) <fan.yanqian@epa.gov>; Campbell, Ed <Campbell.Ed@epa.gov>; Henderson, Kertis <henderson.kertis@epa.gov>; WAM Support <WAM\_Support@epa.gov>  
**Subject:** RE: is OAM service down in staging?

Christian,

I removed the WAM authentication requirement from URL [Deliberative Process / Ex. 5](#) and it goes straight to an Internal Server Error message when accessing the URL. Is there an issue with the [Deliberative Process / Ex. 5](#) app server?

Maury

---

**From:** Leckner, Erik  
**Sent:** Thursday, May 17, 2018 2:35 PM  
**To:** WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>; Chilivery, Swetha <chilivery.swetha@epa.gov>; Madhavan Nair Kamala Devi, Rakhi <madhavan-nair-kamala-devi.rakhi@epa.gov>; McCarthy, Colleen <McCarthy.Colleen@epa.gov>; Fan, Cindy (Yanqian) <fan.yanqian@epa.gov>  
**Subject:** RE: is OAM service down in staging?  
**Importance:** High

Hi Maury

Im seeing on a post request to [Deliberative Process / Ex. 5](#) a 502 proxy error:

# **Deliberative Process / Ex. 5**

# Deliberative Process / Ex. 5

# **Deliberative Process / Ex. 5**



# Deliberative Process / Ex. 5

Christian Leckner  
Principal Engineer  
ITS-EPA | CSRA  
San Diego, CA 92028 | PDT  
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**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>; Chilivery, Swetha <[chilivery.swetha@epa.gov](mailto:chilivery.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>  
**Subject:** RE: is OAM service down in staging?

Hi Maury

Sure, can do.

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**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>; Chilivery, Swetha <[chilivery.swetha@epa.gov](mailto:chilivery.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>  
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Hi Christian,

Can you work with Paula to pull logs in staging to help troubleshoot this issue?

Maury Smith  
Enterprise Identity & Access Management (EIAM)  
ITS-EPA III - Supporting the US Environmental Protection Agency

**GENERAL DYNAMICS**  
Information Technology

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Hi Tarsha,

I'm unable to access the below link.

# Deliberative Process / Ex. 5

Regards,  
Swetha

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**To:** Chiliverry, Swetha <[chiliverry.swetha@epa.gov](mailto:chiliverry.swetha@epa.gov)>; Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>  
**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>  
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Can you access **Deliberative Process / Ex. 5** ?

Thanks,

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Information Technology

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**To:** Madhavan Nair Kamala Devi, Rakhi <[madhavan-nair-kamala-devi.rakhi@epa.gov](mailto:madhavan-nair-kamala-devi.rakhi@epa.gov)>; McCarthy, Colleen <[Mccarthy.Colleen@epa.gov](mailto:Mccarthy.Colleen@epa.gov)>; Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>

**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>

**Subject:** RE: is OAM service down in staging?

Hi Tarsha,

I'm not able to login to EMPSTG too. Its showing the same error message as in below screenshots.

Regards,  
Swetha

---

**From:** Madhavan Nair Kamala Devi, Rakhi

**Sent:** Thursday, May 17, 2018 10:52 AM

**To:** McCarthy, Colleen <Mccarthy.Colleen@epa.gov>; Fan, Cindy (Yanqian) <fan.yanqian@epa.gov>; WAM Support <WAM\_Support@epa.gov>

**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>

**Subject:** RE: is OAM service down in staging?

Hi ,  
I am getting the same error too. I remember we saw similar issue around mid March (around the password reset.)  
Did the IAM /staging password get reset? Just checking...

Thanks,  
Rakhi

---

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**Sent:** Thursday, May 17, 2018 10:24 AM

**To:** Fan, Cindy (Yanqian) <fan.yanqian@epa.gov>; WAM Support <WAM\_Support@epa.gov>

**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>

**Subject:** RE: is OAM service down in staging?

P.S., I tried to reset my password, as the message said that my password may have expired, but the password screen told me that there was missing information... Thanks! Colleen

# Deliberative Process / Ex. 5

**From:** McCarthy, Colleen

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**To:** Fan, Cindy (Yanqian) <[fan.yanqian@epa.gov](mailto:fan.yanqian@epa.gov)>; WAM Support <[WAM\\_Support@epa.gov](mailto:WAM_Support@epa.gov)>

**Cc:** EMP\_Internal\_Team <[EMP\\_Internal\\_Team@epa.gov](mailto:EMP_Internal_Team@epa.gov)>

**Subject:** RE: is OAM service down in staging?

Hi Tarsha,

I had the same problem that Cindy had when I tried to sign in earlier this morning and just checked again and I still have it now. The screen shows "Processing..." for about 90 seconds to two minutes, then I get the error below:

# Deliberative Process / Ex. 5

Thanks!

Colleen

---

**From:** Fan, Cindy (Yanqian)  
**Sent:** Thursday, May 17, 2018 10:00 AM  
**To:** WAM Support <WAM\_Support@epa.gov>  
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**Subject:** RE: is OAM service down in staging?

Hi Tarsha,

Thanks for looking into the issue. I was able to login [Deliberative Process / Ex. 5] as well. But I got "invalid user name or password" when I tried to login [Deliberative Process / Ex. 5]

Thanks!  
Cindy

---

**From:** WAM Support  
**Sent:** Thursday, May 17, 2018 9:23 AM  
**To:** Fan, Cindy (Yanqian) <fan.yanqian@epa.gov>; WAM Support <WAM\_Support@epa.gov>  
**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>  
**Subject:** RE: is OAM service down in staging?

Hi Cindy,

We're able to log into other Staging apps? Are you still having an issue? Let us know if we need to investigate further.

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General Dynamics Information Technology  
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Information Technology

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**From:** Fan, Cindy (Yanqian)  
**Sent:** Thursday, May 17, 2018 8:00 AM  
**To:** WAM Support <WAM\_Support@epa.gov>  
**Cc:** EMP\_Internal\_Team <EMP\_Internal\_Team@epa.gov>  
**Subject:** is OAM service down in staging?

Hi WAM group,

The staging OAM service seems not working. I entered my staging credential and tried to login EMP home page [Deliberative Process / Ex. 5] I got this error: "You entered an invalid UserID or Password. Please try again. It may be time to reset your password if it has been over 60 days". However I was able to login WAM staging portal with my same credential: [Deliberative Process / Ex. 5]

Thanks!  
Cindy